

Change Request Form

1 General Information

Change Request Name	Social Security Number Validation in PA PMP AWARxE platform.	Date	01/03/2017
Prepared by	Meghna Patel – PA Dept. of Health Lara Hudson Irvin - Appriss	Change control #	0001

2 Requestor Information

Proposed Change Description and References:

The Pennsylvania DOH, Prescription Drug Monitoring Program is interested in adding a Social Security Number (SSN) validation for new user registration to the existing PMP application - PMP AWARxE.

Justification:

The purpose of this enhancement is to increase the level of security of the PDMP system allowing access to the authorized users.

Impact of Not Implementing Proposed Change:

Pennsylvania's connectivity to PMP Interconnect, allowing our states prescription data to be shares with all other integrated states will be delayed. Achieving a higher level of user authentication is preferred for our participation.

Alternatives:

No satisfactory alternatives

Priority: ☒ **High** ☐ **Medium** ☐ **Low**

Who will test (job classification and/or person):

Appriss development and QA team, PA DOS (WEB Service development), PA PDMP Program Office

Context Sensitive Help Update Needed? ☐ **Yes** ☒ **No**

3 Initial Review Results of the Change Request

Initial Review Date: 01/03/2017		Assigned to: Lara Hudson	
<input checked="" type="checkbox"/> Approve for Impact Analysis <input type="checkbox"/> Reject <input type="checkbox"/> Defer Until:			
Reason:			
Priority Classification:	<input checked="" type="checkbox"/> HIGH	<input type="checkbox"/> MEDIUM	<input type="checkbox"/> LOW

4 Initial Impact Analysis

Cost / Schedule Impact Analysis Required?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Impact on Cost: Deliverables include initial design, test plan, post-development design, test report and production deployment report.		

Deliverables/Cost Breakdown:

Project Phase	Role Title	Rate Per Hour	Hours	Cost
Initial Design				
	Business Analyst	\$69.00	21	\$1,449.00
	Product Manager	\$138.00	3	\$414.00
	Software Architect	\$161.00	40	\$6,440.00
	Software Engineer	\$138.00	175	\$24,150.00
Subtotal			239	\$32,453.00
Test Plan				
	Business Analyst	\$69.00	2	\$138.00
	Quality Assurance Engineer	\$92.00	50	\$4,600.00
	Software Engineer	\$138.00	10	\$1,380.00
Subtotal			62	\$6,118.00

Post-Development Plan				
	Business Analyst	\$69.00	1	\$69.00
	Product Manager	\$138.00	1	\$138.00
	Software Engineer	\$138.00	10	\$1,380.00
	Quality Assurance	\$92.00	20	\$1,840.00
Subtotal			32	\$3,427.00
Test Report				
	Software Engineer	\$138.00	2.5	\$345.00
	Quality Assurance Engineer	\$92.00	5	\$460.00
Subtotal			7.5	\$805.00
Deployment Report				
	Software Engineer	\$138.00	2.5	\$345.00
	Quality Assurance Engineer	\$92.00	5	\$460.00
Subtotal			7.5	\$805.00
			Total Cost:	\$43,608.00
			Total Hours:	348
Review Date: 02/02/2017				

5 Impact Analysis Results

Specific Requirements Definition

High Level Requirements:

1. The last four digits of SSN will be collected for all new prescriber and pharmacist users moving forward, as well as existing prescriber and pharmacist users of the PDMP system.
2. The SSN will be verified through the Department of State (DOS) Licensing Board web services.
3. Existing users should be prompted to enter the last four digits of their SSN the next time they log in.
 - a. No other fields should be available for them to edit.
 - b. Only the SSN needs to be validated in order to move forward. The other credentials should not be re-verified.
 - c. If the SSN they enter passes validation, their account should remain active.
 - d. If the SSN they enter does not pass validation:
 - i. Users can attempt to enter their SSN up to 3 times. For the first two failed attempts, the error message should read, "The numbers you entered do not match the state records. Please enter the last four digits of your Social Security number. If you believe this is an error, you will need to contact the appropriate Pennsylvania State Licensing Board to correct your record. For more information, call the PA PDMP at 844-377-7367."
 - ii. Their account should be moved to pending. If they log back in, they get the error message "The numbers you entered do not match the state records. Please enter the last four digits of your Social Security number. If you believe this is an error, you will need to contact the appropriate Pennsylvania State Licensing Board to correct your record. For more information, call the PA PDMP at 844-377-7367." again.
 - iii. After the final (third) failed attempt, they should receive the message, "The last four digits of the Social Security number you entered do not match state records. If you believe this is an error, you will need to contact the appropriate Pennsylvania State Licensing Board to correct your record. For more information, call the PA PDMP at 844-377-7367."
 - iv. Under the "Edit Demographics" section of the account, the PDMP State Administrator(s) should be able to enter the last four digits of the SSN on behalf of the user. The system will pass the validation process once entered by the PDMP State Administrator(s).
 - v. The PDMP State Administrator(s) will get unlimited attempts to fix the SSN field when they update the user information under "Edit Demographics".
4. For all the new registrations, there should be a field for users to enter the last four digits of their SSN and this field should be required.
5. The SSN field must include the message, "The last four digits of your Social Security Number is used for verification purposes only and will not be stored."
6. The SSN should not be stored in the system. Appriss must provide an "in-confidence document or statement" to PA PDMP staff to affirm that the last four digits of the SSN will not be stored anywhere when collecting the information from the users.
7. In AWARxE, accounts should show a green check mark if they passed SSN validation following the same logic as for the DEA and License # validation. If the account did not

- pass, it should be put in a pending status, and the SSN field should be blank with a red X.
8. AWARe will key off of the validation indicator in the web service provided by PA DOS. The flag in the service response will trigger the UI component in AWARe. True=Green check, False=Red X.
 9. VA user accounts (with va.gov emails) with out-of-state licenses will be provided by Pennsylvania DOH to Appriss. The identified user accounts will be preloaded with a dummy SSN, as Pennsylvania doesn't have a way to verify their SSN and we do not want their accounts to move to pending as a result.
 10. Appriss to include a "SSN Validation Indicator" data field under the User Domain in Insight/Jasper/Tableau that reflects whether the account passed or failed SSN validation. This validation indicator is dependent upon the DOS web service returning field level validations.
 11. Appriss will update the Licensing Integration document to reflect all changes outlined above for the SSN Validation.

Assumptions:

The additional requirements listed below for new web services will be the responsibility of the Commonwealth of Pennsylvania, Department of Health (DOH) and Department of State (DOS). The Pennsylvania DOH and DOS must provide Appriss with the new web service information and understands that new web services are required in order for Appriss to complete the aforementioned requirements for the Social Security Number Validation enhancement.

New web service requirements:

1. A new web service URL will be created for the PA PDMP that will handle the current check with the addition of the last four digits of the SSN.
2. The web service must be secure.
3. Data sent: First Name, Last Name, License Number, License Type, User's DOB, Last four digits of the User's SSN.
4. Expected response:
 - a. Same response as exists now for the First Name, Last Name, License Number, License Type and User DOB, but a distinct Yes/No or check/x response for SSN is needed.
5. Web Service returns field level validations

Appriss will update the Licensing Integration document to reflect all changes outlined above for the SSN Validation new web services.

Impact of Not Implementing the Change:

Pennsylvania's connectivity to PMP Interconnect, allowing our states prescription data to be shared with all other integrated states will be delayed. Achieving a higher level of user authentication is preferred for our participation.


Alternatives to the Proposed Change:

No satisfactory alternatives.

Final Recommendation:

Implement the SSN validation functionality in PA PMP AWARxE

6 Approvals



Signature
Name Meghna Patel
Director, Prescription
Drug Monitoring
Program Office
Title
Date 02/03/2014

N/A per BIT

Signature
Name Robert Giallo
Title Information Technology
Manager
Date _____

Appriss Inc. Authorization:



Signature

Name: Lara Hudson Irvin
Title: Client Relationship Manager
Date: 02/02/17



Signature

Name: Natalie Browning
Title: Director of Client Relations
Date: 2/3/2017



Signature

Name: Rob Cohen
Title: President
Date: 2/6/17